

NORTHUMBRIAN WATER GROUP

JOB DESCRIPTION

JOB TITLE	Resource Planner	REPORTS TO	Resource Planning Lead
DIRECTORATE	Customer	LOCATION	Pity Me or Lowestoft
DATE	2021	GRADE	8

PURPOSE	<ul style="list-style-type: none"> • The Resource Planner will ensure rotas are in place to provide adequate cover daily/weekly/monthly for each skill set in the contact centres and field planning. • Liaise with Team Managers to ensure actual resourcing levels (taking variables such as holiday, absence forecast, productive time available, flexitime management, increased hours/ temps and overtime etc.) are equal to the planned levels. • Work closely with other departments to understand issues that may have an impact on resourcing levels and manage activity requests such as coaching, training, communication, one to ones, appraisals and buzz sessions. • Support the team with planning, forecasting and scheduling analysis, providing recommendations to support the operational teams to make optimum use of available resource. • Play a key role ensuring service level targets and plans are met across all relevant teams. • Provide information and data to support performance measures within the contact centre & field. • Ensure work schedules are accurate and result in optimised staff numbers. • Identifying periods of over/under resourcing from the existing schedules and working with Team Managers to optimise. • Provide feedback on resourcing information to Managers and Team Managers at the daily, weekly and monthly planning meetings when required. • Work with the wider teams to ensure their expectations are met. • Building relationships across the teams to raise the knowledge and understanding of this key activity. • Understand and consider the impact of factors that may impact the performance of the contact centre and field ensuring forecasts and resourcing are planned accordingly. • Communicate with other Team Managers to ensure resourcing plans are optimised and that issues are addressed in a timely and professional manner. • Create robust planning including a long range, mid-range and short range forecast providing the operation with a clear direction adding real value to the business and key stakeholders around demand and supply forecasting.
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ACCOUNTABILITIES	<ul style="list-style-type: none"> • The role holder will have accountability for the accuracy and quality of all forecasting, scheduling, planning and resource allocation activities for all customer directorate business lines. • Re-evaluate resource demand in timely manner, based on changing inputs or trends and recommending appropriate action. • Building positive relationships based on mutual respect with customers and suppliers alike. • Ensuring business wide confidence in workforce management information. • Produce and maintain high quality and accurate daily, weekly and monthly plans, to enable the optimisation and enhancement of customer service across all channels within the virtual contact centre & in the field. • Accurately collate core and non core activities in real time to ensure up to date intraday forecasts and accuracy in shrinkage calculations which aid local decision making.
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	<ul style="list-style-type: none"> • Working closely with the Technical Lead and Team Managers to identify any potential faults or issues collate examples and share these with appropriate third parties and key stakeholders • Re-allocate resource between relevant departments on the day factoring in appropriate skills also within the contact centre apply messaging to call queues during outages to inform customers. • Report demand drivers to ensure resourcing levels are always maintained, also to active relevant busy messaging for customers in the contact centre when appropriate to do so. • Respond to stakeholder requests in a timely manner and within agreed SLA's whether that be over the phone, email or in the office walk up requests.
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EXPERIENCE REQUIRED	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Experience in operating in fast moving dynamic environment • Demonstrable experience of working with workforce planning/scheduling teams. • Ability to multi-task and meet deadlines in a fast paced working environment. <p><u>USEFUL</u></p> <ul style="list-style-type: none"> • Experience in a similar role in a contact centre or field planning environment. • A professional qualification in resource planning.
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SKILLS REQUIRED	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Proven excellent knowledge of planning methodologies and processes. • Competent in the use of Microsoft Office packages. • Ability to multi-task and meet deadlines in a fast paced working environment. • Ability to work as part of a team and strong influencing skills. • Excellent communication skills. • Stakeholder management and expectation setting. <p><u>USEFUL</u></p> <ul style="list-style-type: none"> • Sound numeracy skills and good attention to detail and accuracy. • Ability to produce meaningful and value add reporting. • Proven track record for improving process efficiencies and solving problems in a customer service environment.
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COMPETENCIES REQUIRED	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Creative thinking and initiative to come up with new ideas to improve customer service standards. • Takes responsibility for the performance of own area of work. • Professional, proactive, positive and "can-do" attitude. • Adaptable, flexible and able to adjust workload to accommodate emerging priorities. • Professional, proactive, positive and "can-do" attitude. • Self-reliant, able to make decisions and agree actions without support. <p><u>USEFUL</u></p> <ul style="list-style-type: none"> • Demonstrates an awareness of emotional intelligence. • Relates well to others. • Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations.
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